

Overview/Purpose

-) Gather input from employees in 8 core areas
 - 5 Resources - Work Environment
 - 5 Strategic Direction - Communication
 - 5 Benefits - Rewards & Recognition
 - 5 Views of Managers - Professional Development
-) Identify priorities for organizational improvement
-) Provide a mechanism for objectively evaluating organizational performance over time

Employee Survey Results

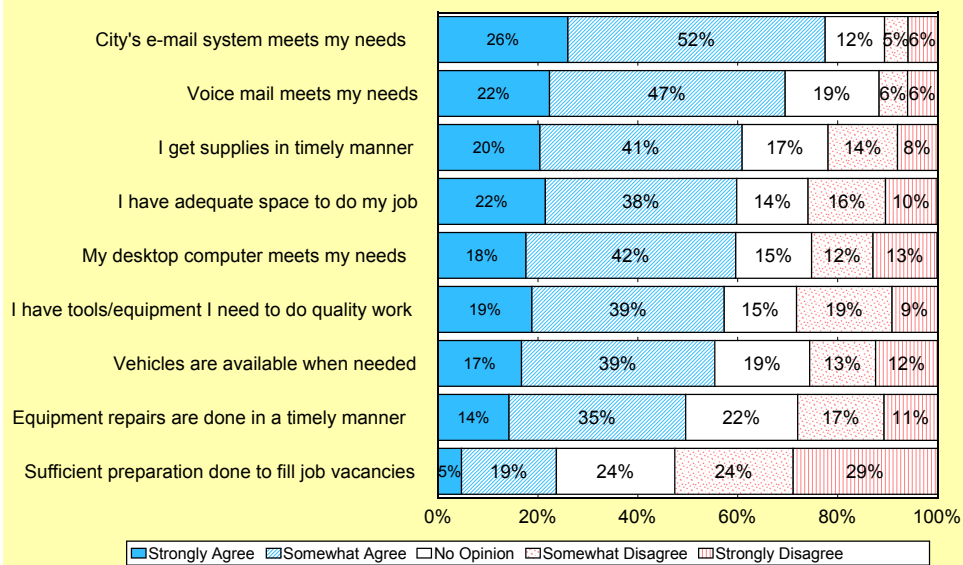
-) Administered to all City employees
-) more than 1,000 of the City's employees completed the survey
-) 10 pages in length (about 20-25 minutes)
-) precision of +/-2.4% at the 95% level of confidence

Core Area #1: Resources

Q1: Level of Agreement with Various Statements

Core Area: Resources

by percentage of respondents (excluding "Not Apply" responses)



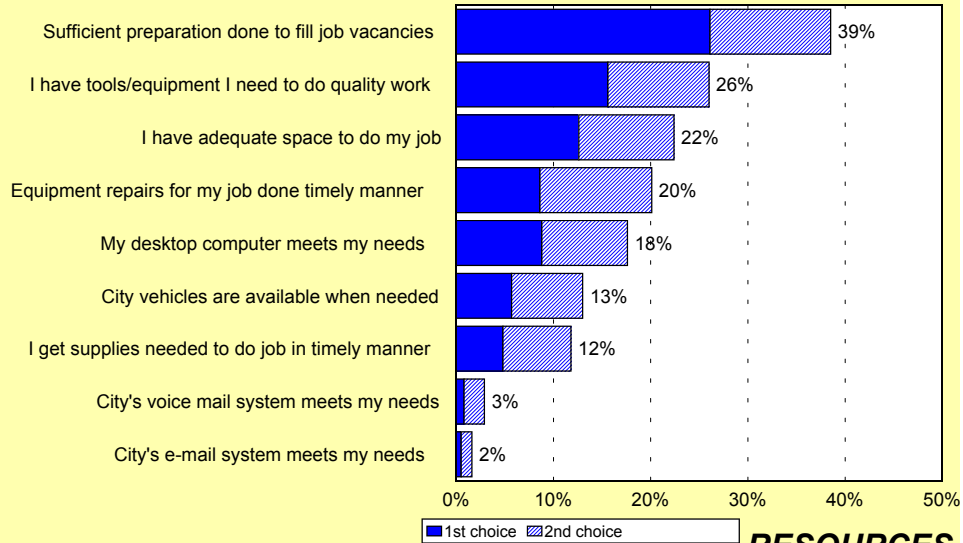
Source: ETC Institute (July 2002)

RESOURCES

Q2: Areas that Employees Think the City Should Emphasize Most Over Next Two Years

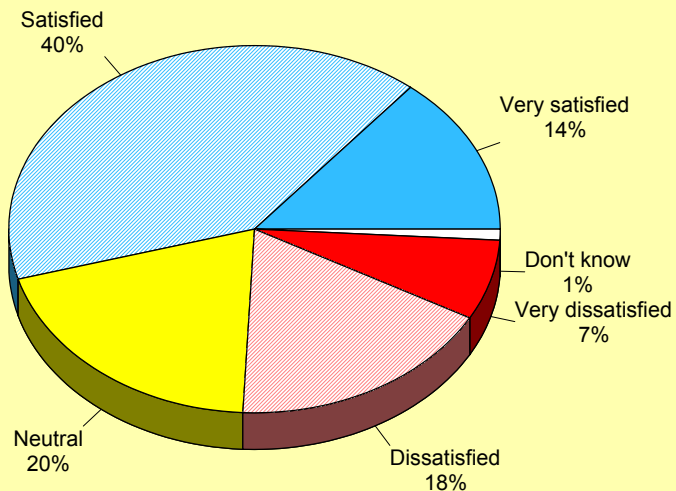
Core Area: Resources

by percentage of respondents who selected the item as one of their top two choices



Q3: Overall Satisfaction with the Quality and Availability of Resources

by percentage of respondents



Core Area #2: Working Environment

Q4: Level of Agreement with Various Statements Core Area: Working Environment

by percentage of respondents (excluding "Not Apply" responses)

NEGATIVE FACTORS

Racial/ethnic discrimination is a problem

Gender discrimination is a problem

Age discrimination is a problem

Sexual harassment is a problem

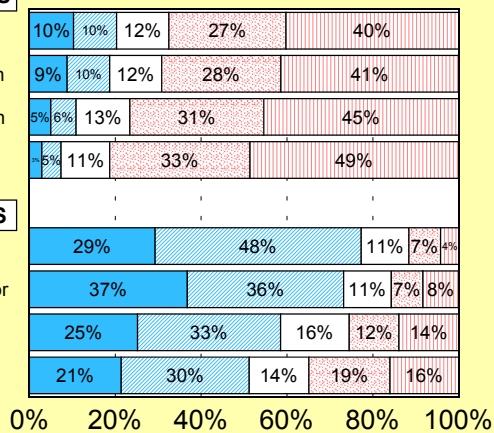
POSITIVE FACTORS

I am treated with respect by my co-workers

I am treated with respect by immediate supervisor

I am treated with respect by senior management

My work unit is free from hostility



Strongly Agree Agree Neutral Disagree Strongly Disagree

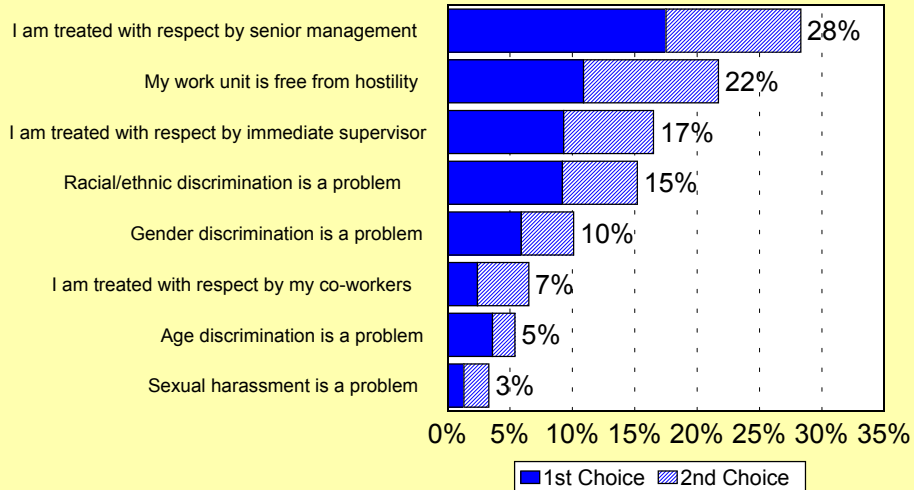
Source: ETC Institute (July 2002)

WORKING ENVIRONMENT

Q5: Areas that Employees Think the City Should Emphasize Most Over Next Two Years

Core Area: Working Environment

by percentage of respondents who selected the item as one of their top two choices

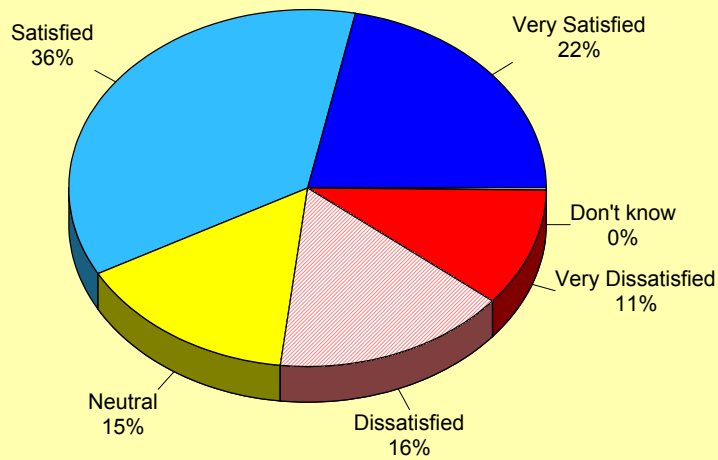


Source: ETC Institute (July 2002)

WORKING ENVIRONMENT

Q6: Overall Satisfaction with the City's Working Environment

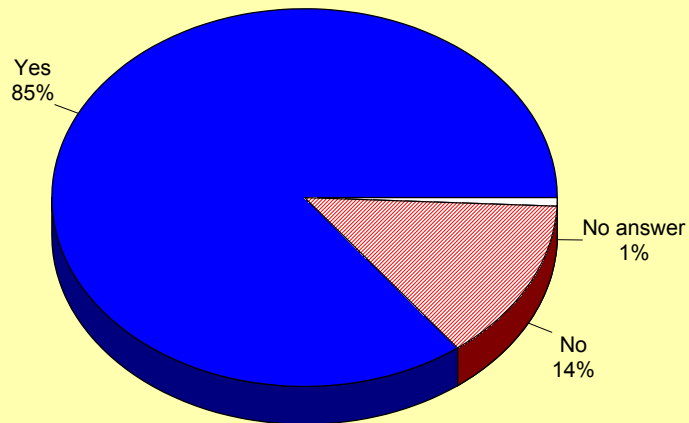
by percentage of respondents



Source: ETC Institute (July 2002)

Q7: Is the City Generally a Good Place to Work?

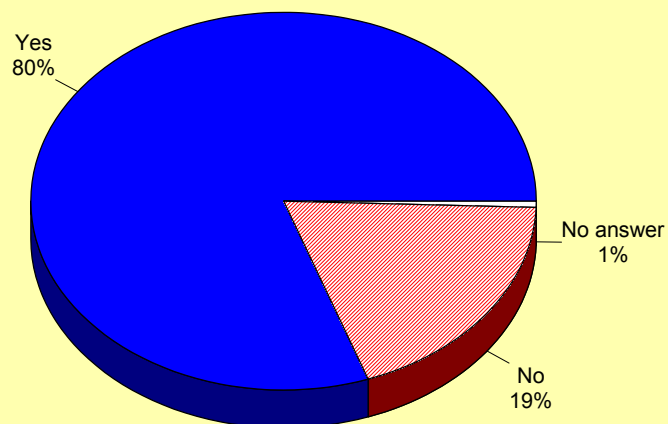
by percentage of respondents



Source: ETC Institute (July 2002)

Q8: Would You Recommend Employment With the City to a Friend or Family?

by percentage of respondents

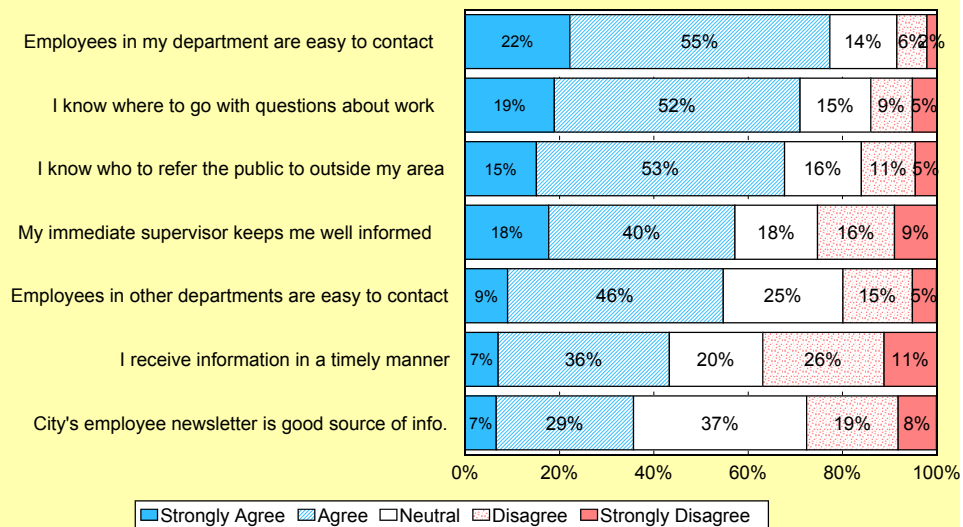


Source: ETC Institute (July 2002)

Core Area #3: Communication

Q9: Level of Agreement with Various Statements Core Area: Communication

by percentage of respondents (excluding "Not Apply" responses)



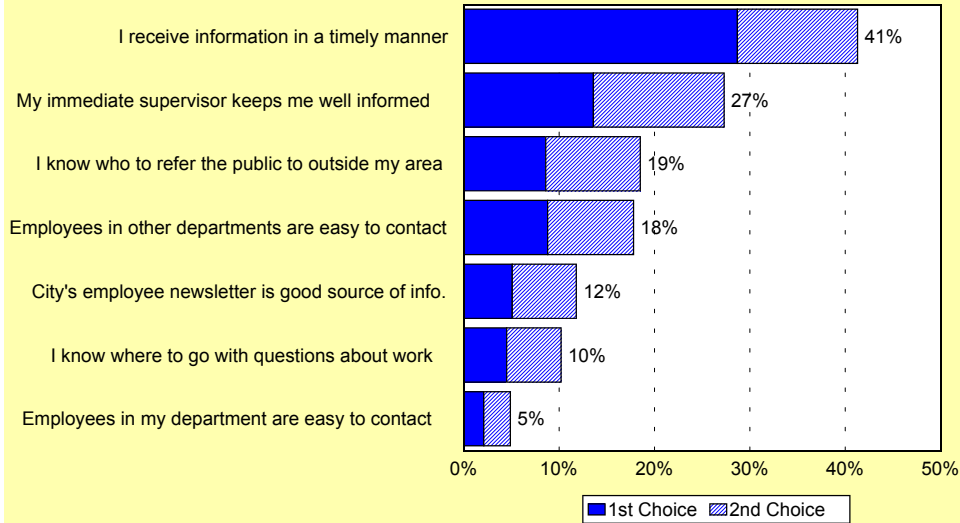
Source: ETC Institute (July 2002)

COMMUNICATION

Q10: Areas that Employees Think the City Should Emphasize Most Over Next Two Years

Core Area: Communication

by percentage of respondents who selected the item as one of their top two choices

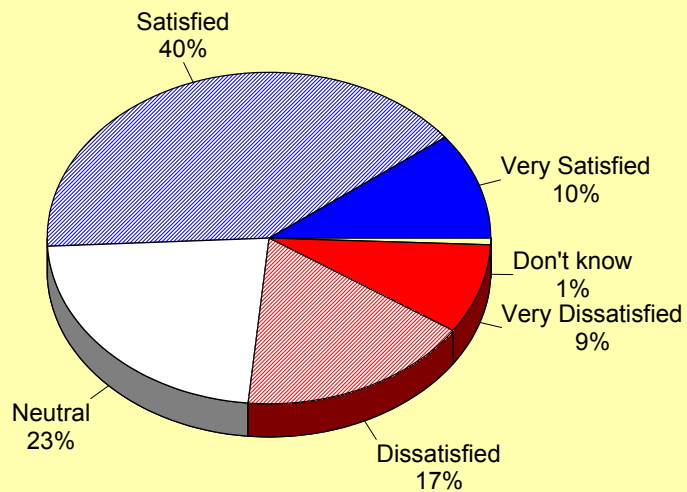


Source: ETC Institute (July 2002)

COMMUNICATION

Q11: Overall Satisfaction with the Quality of Communication

by percentage of respondents

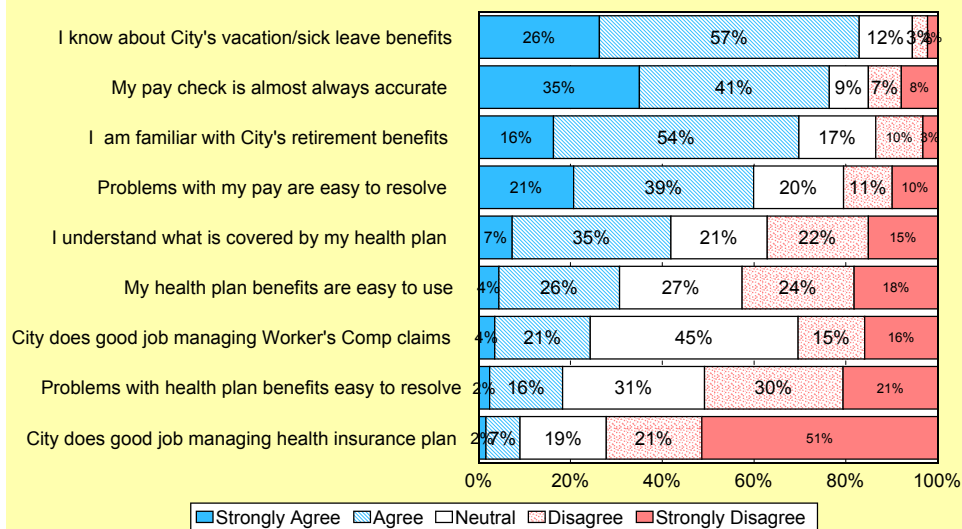


Source: ETC Institute (July 2002)

Core Area #4: Compensation & Benefits

Q12: Level of Agreement with Various Statements Core Area: Compensation & Benefits

by percentage of respondents (excluding "Not Apply" responses)



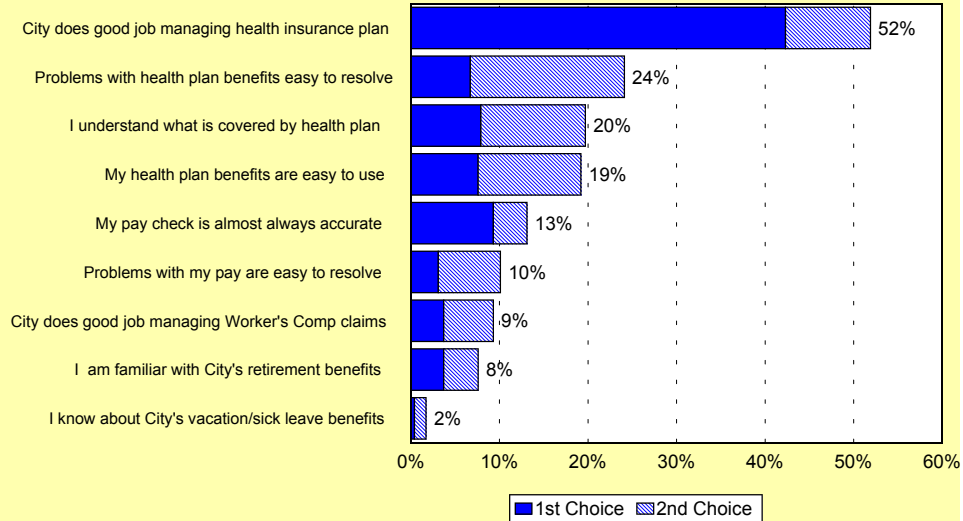
Source: ETC Institute (July 2002)

COMPENSATION & BENEFITS

Q13: Areas that Employees Think the City Should Emphasize Most Over Next Two Years

Core Area: Compensation & Benefits

by percentage of respondents who selected the item as one of their top two choices



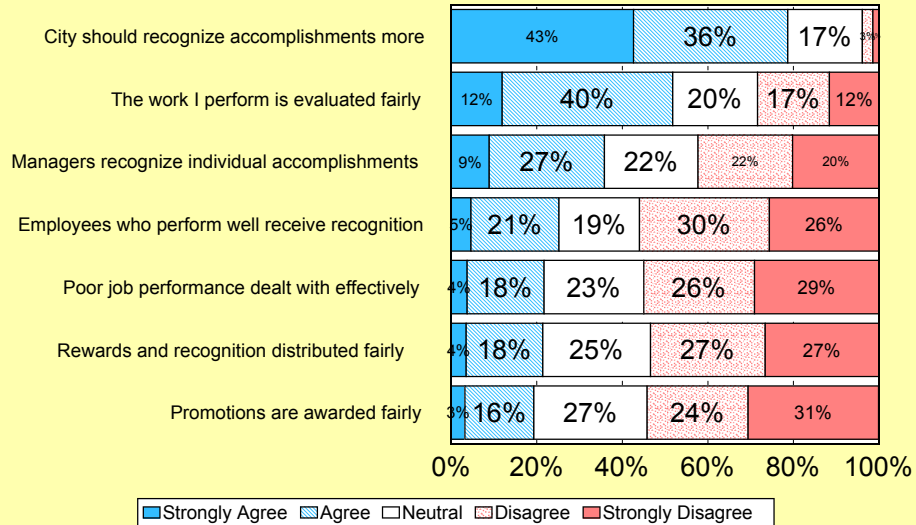
Source: ETC Institute (July 2002)

COMPENSATION & BENEFITS

Core Area #5: Rewards & Recognition

Q14: Level of Agreement with Various Statements Core Area: Rewards & Recognition

by percentage of respondents (excludes "Not Apply" responses)

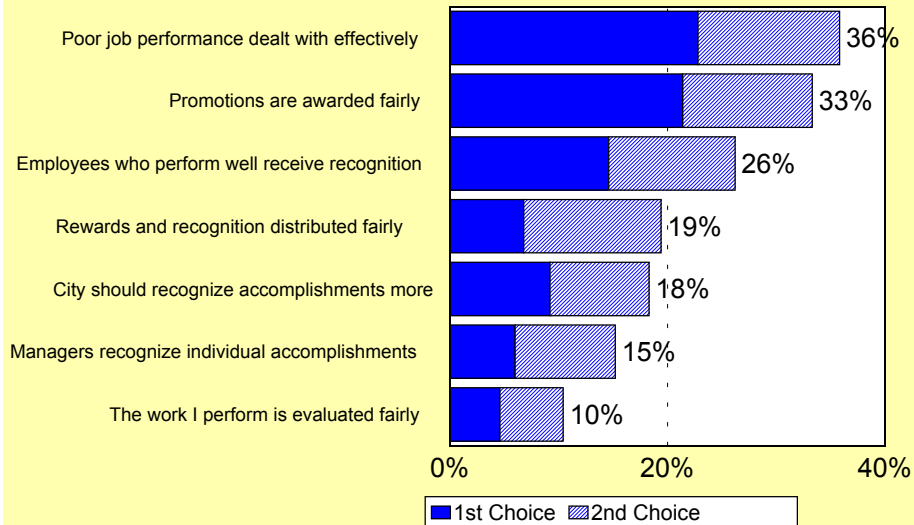


Source: ETC Institute (July 2002)

REWARDS & RECOGNITION

Q15: Areas that Employees Think the City Should Emphasize Most Over Next Two Years Core Area: Rewards & Recognition

by percentage of respondents who selected the item as one of their top two choices

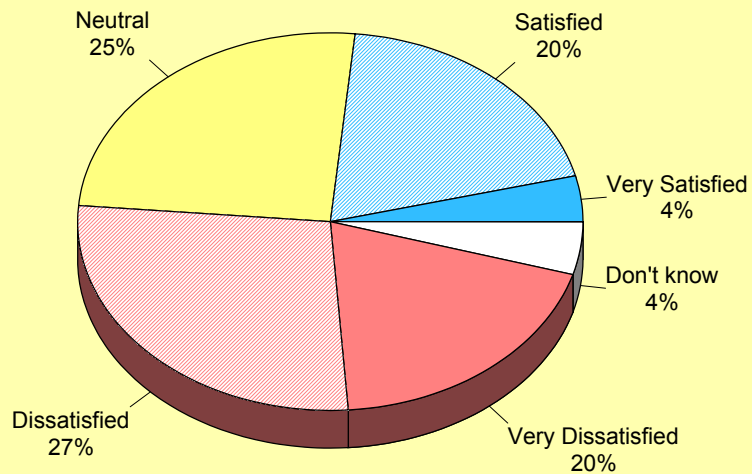


Source: ETC Institute (July 2002)

REWARDS & RECOGNITION

Q16: Overall Satisfaction with the Level of Rewards & Recognition Given to Employees

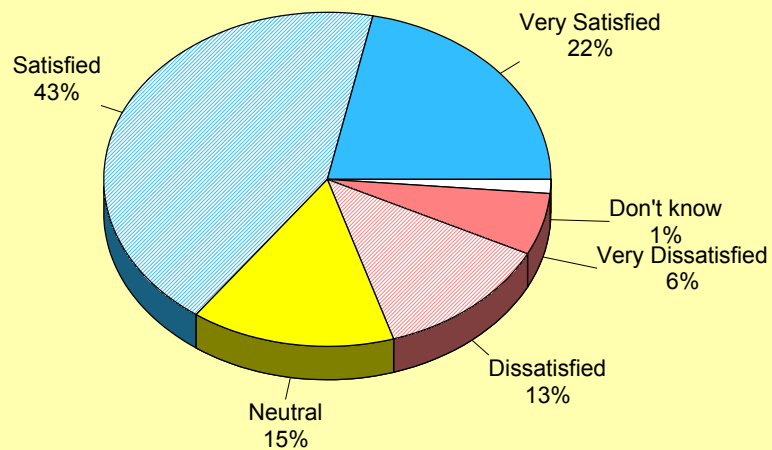
by percentage of respondents



Source: ETC Institute (July 2002)

Q17: Overall Satisfaction with Current Employment at the City of Fort Lauderdale

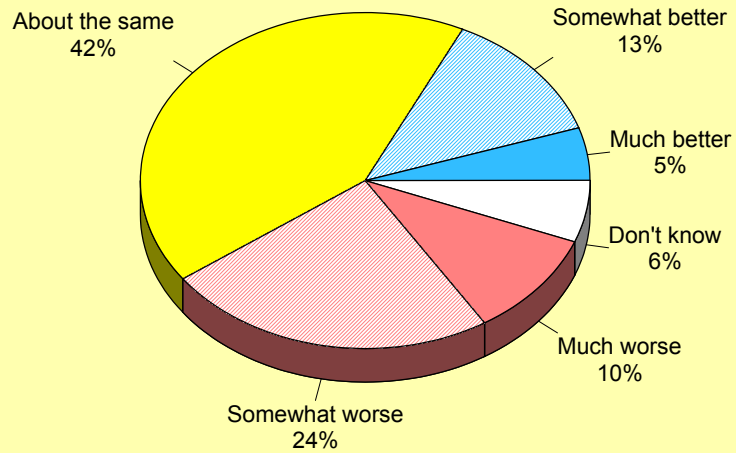
by percentage of respondents



Source: ETC Institute (July 2002)

Q18: Compared to a Year Ago, How has the Quality of Employment at the City of Fort Lauderdale Changed

by percentage of respondents

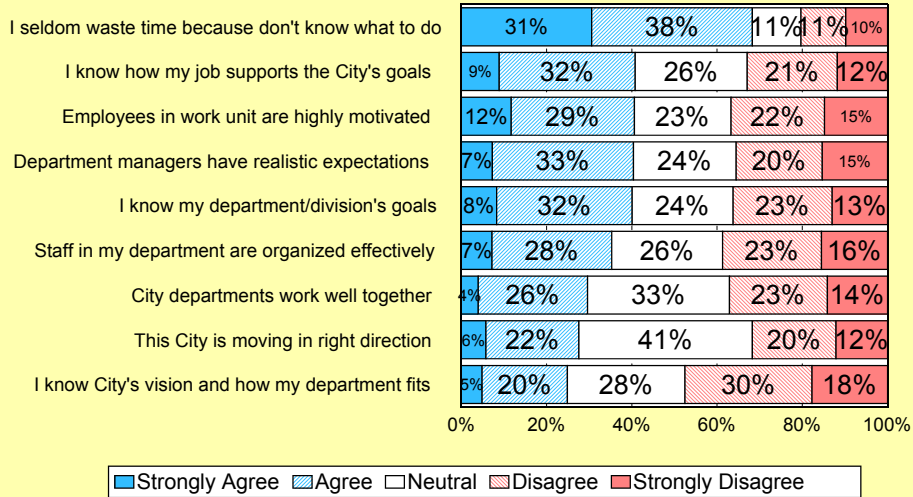


Source: ETC Institute (July 2002)

***Core Area #6:
Strategic Direction***

Q19: Level of Agreement with Various Statements Core Area: Strategic Direction

by percentage of respondents (excluding "Not Apply" responses)



Source: ETC Institute (July 2002)

STRATEGIC DIRECTION

Q20: Areas that Employees Think the City Should Emphasize Most Over Next Two Years Core Area: Strategic Direction

by percentage of respondents who selected the item as one of their top two choices

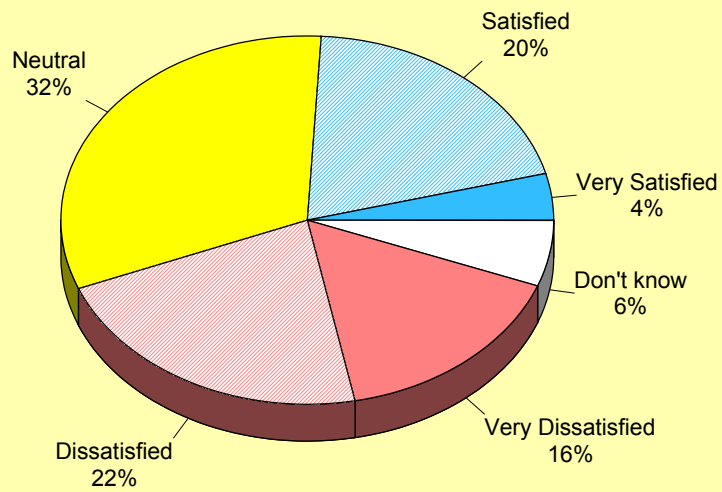


Source: ETC Institute (July 2002)

STRATEGIC DIRECTION

**Q21: Overall Satisfaction with the Strategic Direction
Provided by Senior City Leaders**

by percentage of respondents

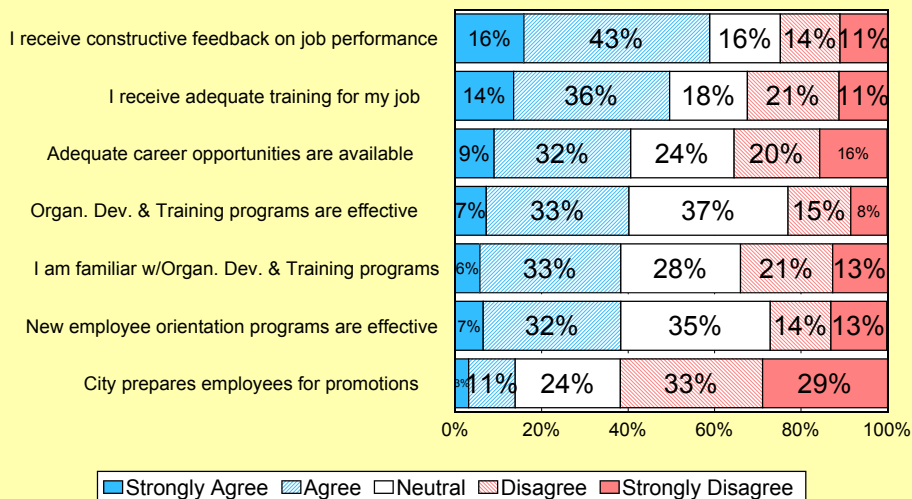


Source: ETC Institute (July 2002)

**Core Area #7:
*Professional Development***

Q22: Level of Agreement with Various Statements Core Area: Professional Development

by percentage of respondents (excluding "Not Apply" responses)

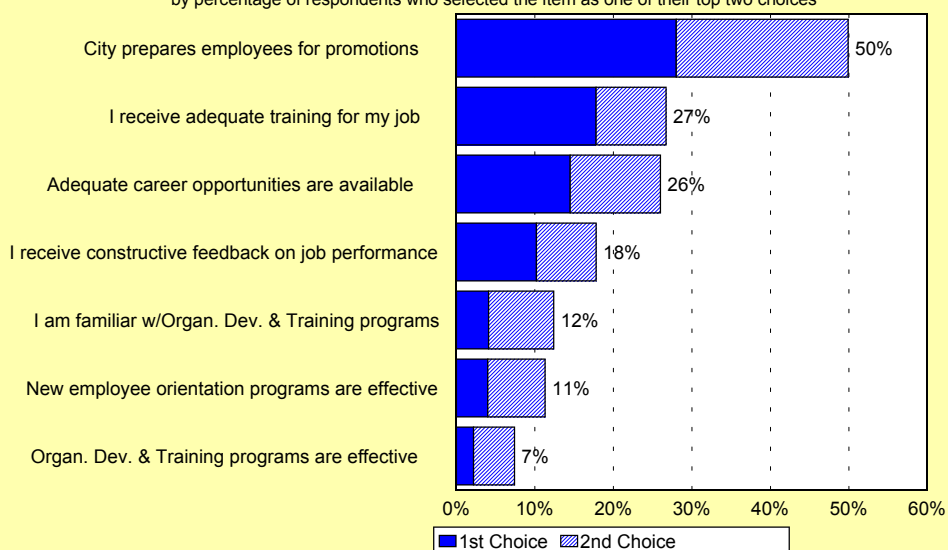


Source: ETC Institute (July 2002)

PROFESSIONAL DEVELOPMENT

Q23: Areas that Employees Think the City Should Emphasize Most Over Next Two Years Core Area: Professional Development

by percentage of respondents who selected the item as one of their top two choices



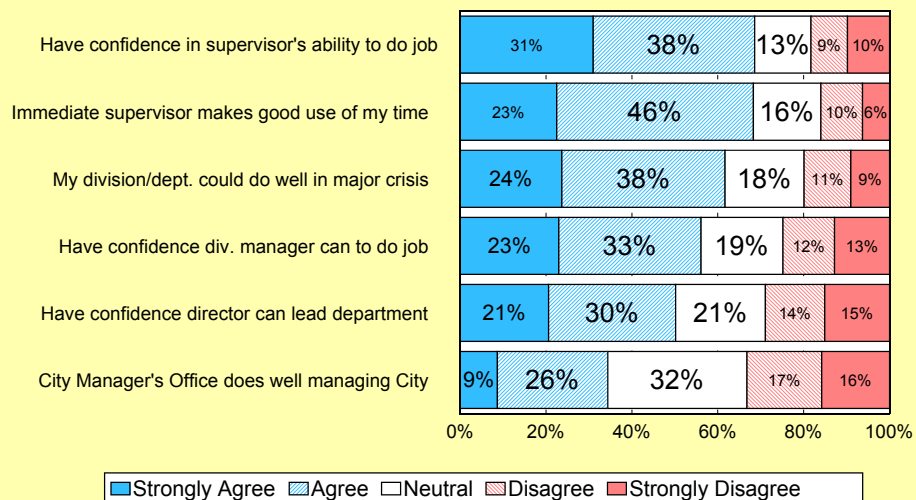
Source: ETC Institute (July 2002)

PROFESSIONAL DEVELOPMENT

Core Area #8: *Perceptions of Management*

Q24: Level of Agreement with Various Statements Core Area: Perceptions of Management

by percentage of respondents (excluding "Not Apply")



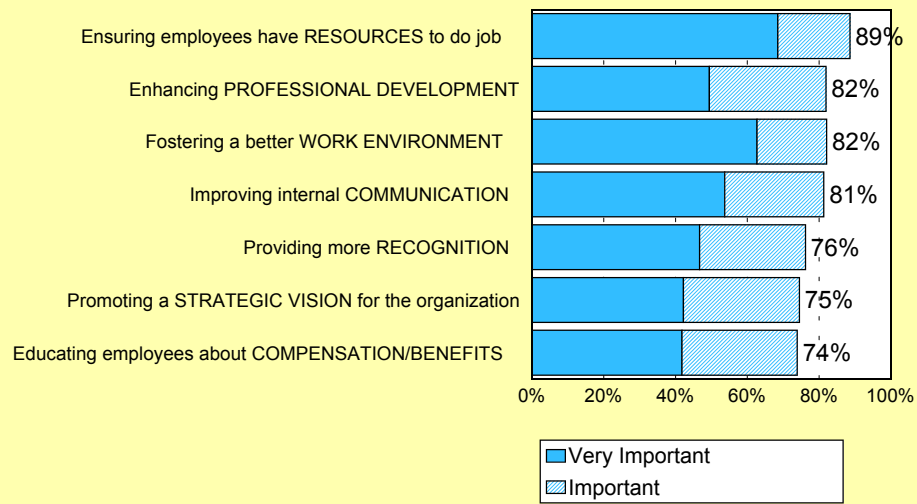
Source: ETC Institute (July 2002)

PERCEPTIONS OF MANAGEMENT

Top Priorities

Q25: Percentage of Employees Who Think It Is Important for the City to Place Increased Emphasis on Various Areas

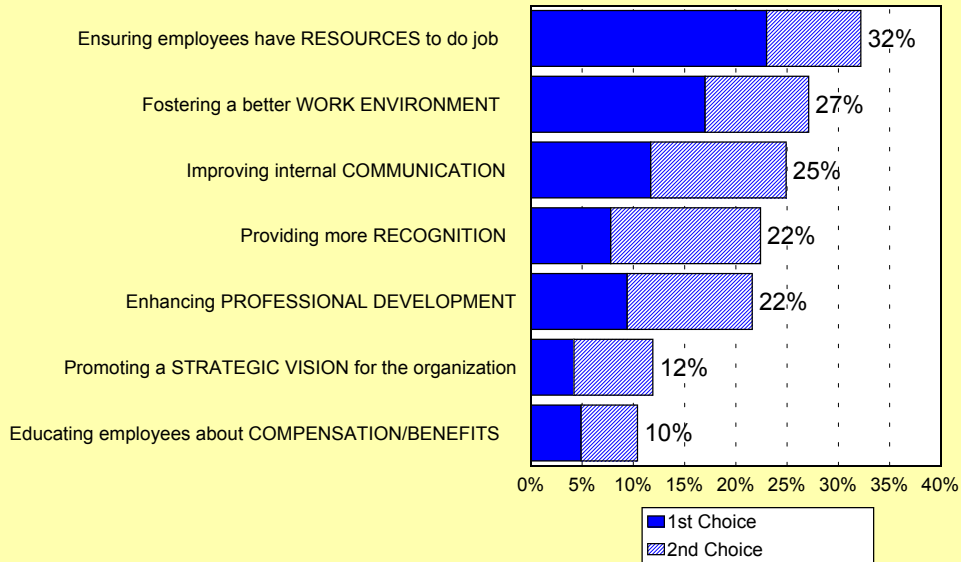
by percentage of respondents who rated the item as very important or important



Source: ETC Institute (July 2002)

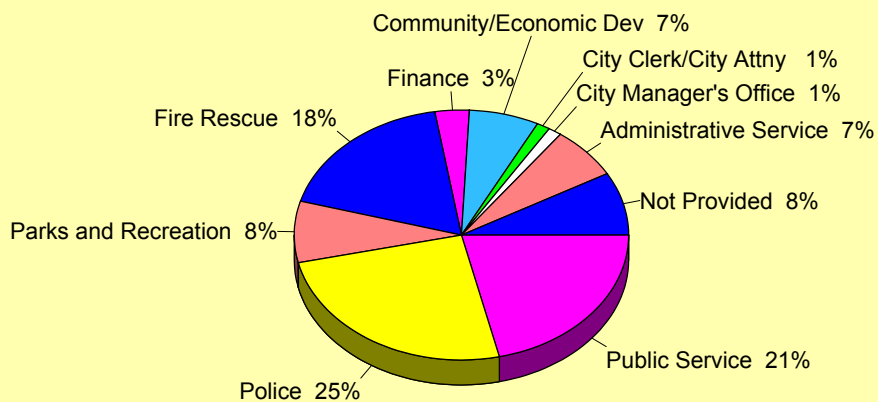
Q26: Areas that Employees Think Are Most Important to Emphasize Over the Next Two Years

by percentage of respondents who selected the item as one of their top two choices



Q27. Departmental Representation of Respondents

by percentage of respondents



Recommendations

-) Within 45 days, City leaders should openly share the survey results with employees.
-) Management must "own" the survey results and make a serious commitment to reducing hostility in the work environment.
-) The City must reinforce a "no tolerance" policy related to racial and gender discrimination.
-) The City should work aggressively to improve the process that is currently used to fill job vacancies.
-) The City needs to take immediate action to correct problems with health benefits provided to city employees.
-) City leaders need to ensure that employees at all levels understand how they support the City's strategic vision for the future.
-) The city needs to implement and enforce the use of objective criteria to ensure that decisions regarding promotions and penalties for poor performance are fair.
-) The city should enhance employee awareness of existing programs that are designed to support career development within the City.

Next Steps

-) Share survey results with all employees
-) NO penalties or repercussions from initial survey
-) Managers should take ownership of the results
-) Resurvey and hold managers and employees at all levels accountable for future performance

*Success Hinges on Input from and Action By
Employees at All Levels*